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Application. No. 10/678,046
Amendment B

Amendments To The Claims

Claim 1 (currently amended): A method for use in remotely diagnosing an electronic device, comprising:

initiating a diagnostic analysis of an electronic device;

identifying the electronic device;

determining whether the electronic device comprises a diagnostic controller;

remotely receiving a diagnostic controller over the distributed network when
the electronic device does not comprise a diagnostic controller;

receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network;

remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;

receiving a response based on the first diagnostic instruction;

determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and

remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 2 (original): The method of claim 1, wherein the receiving the plurality of scripts includes receiving at least one web page having the plurality of scripts.

Claim 3 (original): The method of claim 2, further comprising:

decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

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Claim 4 (currently amended): The method of claim 1, further comprising:
remotely receiving [[a]]the diagnostic controller over the distributed network
prior to the identifying the electronic device.

Claim 5 (original): The method of claim 1, wherein the identifying the
electronic device includes electronically accessing the electronic device and receiving an
identity of the electronic device from the electronic device.

Claim 6 (original): The method of claim 1, wherein the step of identifying the
electronic device includes determining if an identity of the electronic device can be
directly determined; and

requesting the identity of the electronic device from a user when the identity
cannot be directly determined.

Claim 7 (original): The method of claim 1, further comprising:
receiving from over the distributed network an initiation for the diagnosis of
the electronic device;

receiving from over the distributed network the identification of the
electronic device;

determining a plurality of scripts to implement the diagnosis of the electronic
device; and

communicating the plurality of scripts over the distributed network.

Claim 8 (previously presented): The method of claim 7, further comprising:
incorporating the plurality of scripts into a web page; and
the communicating of the plurality of scripts includes communicating the
web page over the distributed network.

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Claim 9 (original): The method of claim 7, further comprising:
generating the plurality of scripts for diagnosing the electronic device based
on an identity of the electronic device.

Claim 10 (original): The method of claim 9, wherein the plurality of scripts
provide polling of the electronic device.

Claim 11 (original): The method of claim 9, wherein the plurality of scripts
initiate remote maintenance of the electronic device.

Claim 12 (currently amended): A system for use in remotely diagnosing
electronic devices, comprising:

a script generator coupled with a distributed network, wherein the script
generator is configured to compile at least one script and forward that at least one script
over the distributed network; and

a remote diagnostic controller coupled with the distributed network and with
an electronic device to be diagnosed, wherein the diagnostic controller is transmitted
across the distributed network when a determination whether the electronic device
includes a diagnostic controller indicates that the electronic device does not include a
diagnostic controller and the diagnostic controller is configured to receive the at least
one script and implement the at least one script such that the remote diagnostic
controller forwards a first instruction to the electronic device to be performed by the
electronic device, the remote diagnostic controller is further configured to receive a first
reply from the electronic device and to forward a second and/or subsequent
instructions to the electronic device based on the first reply and/or previous replies.

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Claim 13 (original): The system of claim 12, wherein the diagnostic controller is maintained within a host computer, wherein the host computer provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 14 (original): The system of claim 12, wherein the diagnostic controller is maintained within the electronic device, wherein the electronic device provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 15 (original): The system of claim 12, wherein the script generator is configured to incorporate the at least one script within a web page, and the web page is forwarded over the distributed network.

Claim 16 (currently amended): A system for use in remotely diagnosing an electronic device, comprising:

means for initiating a diagnostic analysis of an electronic device;

means for identifying the electronic device;

means for determining whether the electronic device comprises a diagnostic controller;

means for remotely receiving a diagnostic controller over the distributed network when the electronic device does not include a diagnostic controller;

means for receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network;

means for remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;

means for receiving a response based on the first diagnostic instruction;

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means for determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and

means for remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 17 (original): The system of claim 16, wherein the means for receiving the plurality of scripts includes means for receiving at least one web page having the plurality of scripts.

Claim 18 (original): The system of claim 17, further comprising means for decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

Claim 19 (original): The system of claim 18, wherein at least one of the plurality of scripts initiates a download over the distributed network to the electronic device.

Claim 20 (canceled).

Claim 21 (new): The method of claim 1, wherein the remotely receiving the diagnostic controller over the distributed network further comprises:

receiving at least one web page wherein the diagnostic controller is incorporated into the at least one web page;

extracting the diagnostic controller from the at least one web page; and initializing the diagnostic controller.

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